# Declaration and Power of Attorney for a Patent Application

### Declaration

As below named inventor, I hereby declare that my residence post office address, and citizenship are as stated below my name. Further, I hereby declare that I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled:

PROACTIVE CALL AND CO	NTACT CENTER S	YSTEM				0
the specification of which:						75
x is attached hereto, or was filed on was amended o	as app	lication serial no	)	:	and	09/7661 09/7661 01/18/01
I hereby state that I have rev the claims, as amended by a				e identified	specification	on, inc <del>ludi</del> ng
I acknowledge the duty to disaccordance with Title 37, Co				nation of thi	s applicatio	n in
Foreign Priority Cla	im					
I hereby claim foreign priority for patent or inventor's certificate having a	cate listed below ar	nd have also ide	entified below	any foreign	application	
Number Cou	intry	Date Filed	Priority Cla	imed		
			yo	es	no	
		***************************************	yo	es	no	
U.S. Priority Claim						
I hereby claim the benefit un application(s) listed below ar in the prior United States ap Section 112, I acknowledge Regulations, Section 1.56(a) PCT international filing date	nd, insofar as the sublication in the manu the duty to disclose which occurred be	bject matter of ener provided by material inform	each of the cla the first paragation as defin	aims of this graph of Tit led in Title 3	application le 35, Unite 37, Code of	is not disclosed ed States Code, Federal
Serial Number	Filing Date	Status	s (patented/p	ending/aba	indoned)	
					••••••	
				***************************************	••••••	

## **Power of Attorney**

As a named inventor, I hereby appoint the following attorney(s) and/or agent(s) to prosecute this application and transact all business in the Patent Trademark Office connected therewith.

James P. Hao	Registration No.: 36,398
Anthony C. Murabito	Registration No.: 35,295
John P. Wagner	Registration No.: 35,398
Glenn D. Barnes	Registration No.: 42,293
Rick G. Brewster	Registration No.: 35,077
Thomas M. Catale	Registration No.: 46,434
Jose S. Garcia	Registration No.: 43,628
Kenneth N. Glass	Registration No.: 42,587
Lin C. Hsu	Registration No.: 46,315
Patrick W. Ma	Registration No.: 44,215
Ronald M. Pomerenke	Registration No.: 43,009
John F. Ryan	Registration No.: 47,050
William A. Zarbis	Registration No.: 46,120
Matthew J. Blecher	Registration No.: 46,558
Lawrence R. Goerke	Registration No.: 45,927

Send Correspondence to:

WAGNER, MURABITO & HAO LLP

Two North Market Street
Third Floor
San Jose, California 95113
(408) 938-9060

### **Signatures**

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

Full Name of Sole/First Inventor: Mark Buc	nanno
	D. I.
Inventor's Signature	Date
Residence Sunnyvale, CA (City State)	Citizenship USA
(City State)	
P.O. Address 1113 Knickerbocker Driv	ve, Sunnyvale, CA 94087
***************************************	
Full Name of Second/Joint Inventor: Michael	Swailes
Inventor's Signature	Date
Residence Pleasanton, CA	Citizenship USA
(City State)	
P.O. Address 1962 Nicosia Court, Ple	easanton, CA-94566
***************************************	

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the specification of whic	h:				ر ا
x is attached hereto	, or	- P P 2 - 1		1	S617
was filed on was amend	ed onas app	olication serial no	D	: and	3 3 18
					09
I hereby state that I have the claims, as amended				tified specification	on, moclud <del>ing</del>
I acknowledge the duty t accordance with Title 37				of this application	n in
Foreign Priority	Claim				
I hereby claim foreign pr for patent or inventor's c inventor's certificate hav	ertificate listed below a	and have also ide	entified below any fo	reign application	
Number	Country	Date Filed	Priority Claimed		
			yes	no	
				no	
U.S. Priority Clai	im				
I hereby claim the benefit application(s) listed below in the prior United States Section 112, I acknowled Regulations, Section 1.5 PCT international filing of	w and, insofar as the su s application in the mar dge the duty to disclose 66(a) which occurred be	ubject matter of one nner provided by e material inform	each of the claims of the first paragraph nation as defined in T	f this application of Title 35, Unite Title 37, Code of	is not disclosed ed States Code, Federal
Serial Number	Filing Date	Statu	s (patented/pending	g/abandoned)	
					,

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Anthony C. Murabito Registration No.: 35,295  John P. Wagner Registration No.: 35,398
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ruii Name of Sole/First inventor:markBuon	lanno	
Inventor's Signature	Date	
Residence Sunnyvale, CA	Citizenship USA	***************************************
(City State)		
P.O. Address 1113 Knickerbocker Drive	, Sunnyvale, CA 94087	
Full Name of Second/Joint Inventor: Michael	Swailes	•••••
	_	
Inventor's Signature	Date	
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PROACTIVE CALL AND CONTACT CENTER SYSTEM the specification of which: x is attached hereto, or was filed on \_\_\_\_\_ as application serial no. \_\_\_\_\_ : and was amended on I hereby state that I have reviewed and understand the contents of the above identified specification, including the claims, as amended by any amendment referred to above; and I acknowledge the duty to disclose information which is material to the examination of this application in accordance with Title 37, Code of Federal Regulations, Section 1.56(a). Foreign Priority Claim I hereby claim foreign priority benefits under Title 35, United States Code Section 119 of any foreign application(s) for patent or inventor's certificate listed below and have also identified below any foreign application for patent or inventor's certificate having a filing date before that of the application on which priority is claimed: Date Filed **Priority Claimed** Number Country \_\_\_\_\_yes \_\_\_\_\_\_ yes U.S. Priority Claim I hereby claim the benefit under Title 35, United States Code, Section 120 and 199(e) of any United States application(s) listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application in the manner provided by the first paragraph of Title 35, United States Code, Section 112, I acknowledge the duty to disclose material information as defined in Title 37, Code of Federal Regulations, Section 1.56(a) which occurred between the filing date of the prior application and the national or PCT international filing date of this application: Status (patented/pending/abandoned) Serial Number Filing Date 





# **Power of Attorney**

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Full Name of Sole/First Inventor: Mark Buo	lanno
Inventor's Signature	Date
Residence Sunnyvale, CA	Citizenship USA
(City State)	
P.O. Address 1113 Knickerbocker Drive	, Sunnyvale, CA 94087
Full Name of Second/Joint Inventor: Michael	Swailes
Inventor's Signature	Date > 3 Jan 2001
Residence Pleasanton, CA	Citizenship USA
(City State)	•••••••••••••••••••••••••••••••••••••••
P.O. Address 1962 Nicosia Court, Plea	santon, CA 94566





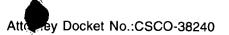
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PROACTIVE CALL A	AND CONTACT CENTER	SYSTEM			
the specification of w	hich:				
x is attached here was filed on was ame	as ap	oplication serial no.		: : and	
	ave reviewed and under ed by any amendment re			entified specificati	on, including
	ty to disclose information 37, Code of Federal Re			on of this application	on in
Foreign Priority	y Claim				
for patent or inventor	priority benefits under T s certificate listed below aving a filing date before	and have also ider	ntified below any	foreign application	
Number	Country	Date Filed	Priority Claimed	d	
			yes	no	
U.S. Priority C	laim				
application(s) listed be in the prior United Sta Section 112, I acknow Regulations, Section	nefit under Title 35, Unite elow and, insofar as the s ates application in the ma vledge the duty to disclos 1.56(a) which occurred to g date of this application	subject matter of ea anner provided by t se material informa between the filing o	ach of the claims the first paragrap ation as defined i	s of this application oh of Title 35, Unite in Title 37, Code o	n is not disclosed ed States Code, of Federal
Serial Number	Filing Date	Status	(patented/pend	ling/abandoned)	





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Full Name of Sole/First Inventor: Mark Buona:	nno
Inventor's Signature x D. Marh G. Bu	σημνων. Date ×12/27/2000
Residence Sunnyvale, CA	Citizenship USA
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P.O. Address 1113 Knickerbocker Drive,	Sunnyvale, CA 94087
Full Name of Second/Joint Inventor: Michael S	Swailes
Inventor's Signature	Date
Residence Pleasanton, CA	Citizenship USA
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P.O. Address 1962 Nicosia Court, Pleasa	anton, CA 94566

# Declaration and Power of Attorney for a Patent Application

#### **D** claration

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PROACTIVE CALL AND	CONTACT CENTER	SYSTEM			o <b>=</b>
the specification of which	h:				7 Z
x is attached hereto was filed on was amend	as ap	plication serial no	)	: and	09/7661
I hereby state that I hav the claims, as amended				ntified specification, i	ncluding
I acknowledge the duty to accordance with Title 37				n of this application in	
Foreign Priority	Claim				
I hereby claim foreign put for patent or inventor's c inventor's certificate hav	ertificate listed below a	and have also ide	entified below any f	foreign application for	pplication(s) patent or
Number	Country	Date Filed	Priority Claimed		
		···	yes	no	
				no	
U.S. Priority Cla	im				
I hereby claim the beneficial application(s) listed below in the prior United States Section 112, I acknowle Regulations, Section 1.5 PCT international filing of	w and, insofar as the s s application in the mar dge the duty to disclose 56(a) which occurred be	ubject matter of oner provided by ematerial informetween the filing	each of the claims the first paragraph nation as defined in	of this application is n n of Title 35, United Si n Title 37, Code of Fed	ot disclosed tates Code, deral
Serial Number	Filing Date	Statu	s (patented/pendi	ng/abandoned)	

Full Name of Third/Joint Inventor: Steve Quatrano		
Inventor's Signature	ſ	) Date
Inventor's Signature Residence Lexington, Massachusetts	Citizenship	USA
(Citv State)		•••••••••••••••••••••••••••••••••••••••
P.O. Address 76 Bloomfield Street, Lexington,	MA 02421	
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Inventor's Signature	[	Date
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Full Name of F	ourth/Joint Invent	or: <b>Jean Se</b>	0			
		***************************************	••••••	***************************************	••••••	
Inventor's Sign	ature				Date	
Residence	***************************************		•••••	Citizenship		
	(City	State)	•••••••	•	••••••	
P.O. Address						
		ı				
Full Name of Fi	ifth/Joint Inventor:	Chris S	Shenefiel	d		
Inventor's Sign	ature				Date	
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	(City	State)				
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Full Name of Tilliu/Sollik liveritor. Sceve Quactano	
Inventor's Signature	Date
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Full Name of Fourth/Joint Inventor: Jean Seo	
Inventor's Signature	Date
Residence	Citizenship
(City State)	
P.O. Address	
	<b>A</b> 9
Full Name of Fifth/Joint Inventor: Chris Shenefiel	La Cas
	- 4
Inventor's Signature X Cheful	Date × 1-3-0
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(City State)	
P.O. Address 2807 Rifel Ridge Road, Oakton,	VA 22124





Full Name of Third/Joint Inventor: Steve Quatrano			
nventor's Signature		Date	
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Full Name of Fourth/Joint Inventor:			
Inventor's Signature X A A A A A A A A A A A A A A A A A A		Date	X 01/02/01
Residence Union City, CA	Citizenship	USA	······································
(City State) P.O. Address 34224 Aspen Loop, Union City, C.	A 94587		
Full Name of Fifth/Joint Inventor: Chris Shenefiel	đ		
Inventor's Signature		Date	
Inventor's Signature Residence Oakton, Virginia	Citizenship	USA	
(City State)			
P.O. Address 2807 Rifel Ridge Road, Oakton,	VA 22124		



Full Name of Third/Joint Inventor: Steve Quatrano	STEPHEN P.	GUATRAND 3,0		
Inventor's Signature	Date X Citizenship USA	1 )		
Residence Lexington, Massachusetts (City State)	_ Citizenship USA			
P.O. Address 76 Bloomfield Street, Lexington	n, MA 02421			
Full Name of Fourth/Joint Inventor: Jean Seo				
Inventor's Signature	Date			
Residence (City State)	Citizenship			
P.O. Address				
Full Name of Fifth/Joint Inventor: Chris Shenefield				
Inventor's Signature	Date			
Residence Oakton, Virginia	Citizenship USA			
(City State) P.O. Address 2807 Rifel Ridge Road, Oakton,	VA 22124			